

Salesforce Administrator

Salesforce and Microsoft Dynamics CRM Consultant holding both the Salesforce Certified Administrator and Salesforce Sales Cloud Consultant certifications. Experienced in the design, development, implementation, support, and maintenance of customized CRM systems for clients in diverse industries. Possesses a strong education in software development including object –oriented design and web development. Organized critical thinker with proven ability to apply self-motivated research and time management to ensure quality and timely completion of project deliverables in team settings. Boasts exceptional interpersonal, verbal, and written communication skills. Committed to continuous development of skills pertaining to Salesforce administration and development and knowledge of B2B sales and marketing processes.

Education

Waukesha County Technical College

Pewaukee, WI

Associate of IT - Web and Software Developer

2014- present

Expected graduation: May 2017

GPA: 4.0

Acquired Skills:

Java, C#, Python and Visual Basic
Android and iOS Development
ASP.NET MVC 4

HTML5, CSS, JavaScript, and jQuery
MS SQL and Database Concepts
Object- Oriented Design including Design Patterns

University of Wisconsin- Milwaukee

Milwaukee, WI

Bachelor of Arts in Art History

2009

Experience

Topline Results Corporation

Pewaukee, WI

CRM Consultant

2016-present

- Collaborate with clients and internal teams to design and develop custom CRM solutions.
- Manage post- implementation support requests and feature development needs.
- Design and deliver live user training and maintain up-to-date documentation and guides.
- Perform CRM administration and configuration including user and access management, workflow automation, creation of dashboards and reports, object and field customizations, and Outlook setup.
- Evaluate and communicate the impact of relevant release updates.

Waukesha County Technical College

Pewaukee, WI

Classroom Assistant and Peer Tutor

2015- 2016

- Assist instructors in teaching the Introduction to Programming course and assessing student progress.
- Independently develop and carry out tutoring plans for students in Java and JavaScript courses.

Elmbrook School District

Brookfield, WI

Temporary IT Support

2015

- Configure and distribute 3,000 devices to students and teachers in support of district initiatives.
- Evaluate classroom technology and interview staff to identify specific needs and concerns.
- Collaborate with team to troubleshoot issues, coordinate work, and implement technology solutions.